

The

BUZZ WORD

Volume **10**
Issue 12
December 2019



The Vermont Veterans' Home Germ Team

"Saving lives one germ at a time and keeping our Veterans and Residents healthy."

"FULFILLING THE PROMISE"

www.vvh.vermont.gov



VERMONT VETERANS' HOME

Fulfilling the Promise

The Vermont Veterans' Home was established in Bennington in 1884. It is governed by a Board of Trustees appointed by the Governor. The VVH offers a complete range of specialized care services for its residents. VVH goals focus on insuring the dignity, independence, and the highest possible care and quality of life for each resident.

VVH is licensed to meet all levels of care for its residents and the VVH's departments and staff work together to provide those levels of care.

For any Further Questions Please Contact:

Robyn Boland, Executive Assistant
robyn.boland@vermont.gov
802-447-6523



<http://vvh.vermont.gov>

Administration and Department Directors

Melissa Jackson, CEO/Administrator
447-6533
melissa.jackson@vermont.gov

Col. Al Faxon, COO/Deputy Administrator
447-6544
allan.faxon@vermont.gov

Steven McClafferty, Business Manager
447-2732
Steven.mcclafferty@vermont.gov

Patricia Crossman, Director of Nursing Services
447-6565
Patricia.crossman@vermont.gov

Cindy Rankin, Nutritional Services Director
447-2815
cindy.rankin@vermont.gov

Michele Burgess, Activities Director
447-6520
michele.burgess@vermont.gov

Christina Cosgrove, Director of Social Services
447-2792
christina.cosgrove@vermont.gov

Jon Endres, Environmental Services Director
447-6528
jon.endres@vermont.gov

Patti Parker, Housekeeping and Laundry Supervisor
447-2731
patricia.parker@vermont.gov

Cindy Gadway, Program Manager of Rehab
447-6548

Karen Divis, Quality Assurance Nurse
447-2888
karen.divis@vermont.gov

Melinda Crowl, Marketing/Admissions Coordinator
447-2755
Melinda.crowl@vermont.gov



From the Administrator... Melissa Jackson



Happy Holidays,

On behalf of all of us at VVH we wish you a joyous and safe holiday season. Holiday events are in full swing. We have many programs planned for our Veterans and Members, as well as events that include the Bennington Community.

Please be mindful that the holidays do not always bring joy and happiness to your loved ones or yourself. Depression and stress around the holidays are not uncommon. Common causes of depression and stress include fatigue, unrealistic expectations, financial stress, and the inability to be with one's family and friends.



Ways to cope with holiday depression and stress include setting realistic expectations for the holiday, pacing yourself, listing and prioritizing the important activities, being realistic about what you can and cannot do, live in and enjoy the present, and make time for yourself.

There are various community and national organizations that offer free assistance, reach out if you are feeling depressed or stressed out. Above all, take care of yourself- you can't take care of others if you are not healthy yourself.

Melissa A. Jackson, MBA, LNHA, FACHCA
Chief Executive Officer
Vermont Veterans' Home
www.Vvh.vermont.gov

Again, Happy Holidays,

Melissa



Thank you to Phyllis & Rhonda Roberts, who donated these lovely handmade shawls, hats, and toiletries. Everybody loved them and are perfect for going out to appointments or shopping trips. We appreciate you helping to keep all Veterans and Residents warm this chilly season.

Show your Support at the VVH Apparel Store!

T-Shirts-\$15
Sweatshirts-\$25
Sweatpants-\$20
Zip Hoodie-\$35
Polo Shirts-\$25
Baseball Cap-\$20
Winter Hat-\$12
Scarf-\$12
Ornaments- \$8
VVH Pens-\$3
Small Totes- \$15
Large Totes-\$20

Wind Breakers: Unlined: \$23 - \$27
 Lined: \$27 - \$31

MARINE CORPS 244TH BIRTHDAY



The U.S. Marine Corps turned 244 years old November 10th, 2019. On November 10, 1775, the Continental Congress adopted a resolution to create a Marine force composed of two battalions. Since then, the Marines have been “from the halls of Montezuma to the shores of Tripoli” and many other places as well.



American Legion Gift Program



Thank you to all who donated for this generous event. This helps bring all Veterans and Members some gift options to give to their families. It's a wonderful program and we are very appreciative.



CHRISTMAS DINNER ANNOUNCEMENT:

The deadline for Christmas Dinner Sign-ups is December 16th. To sign up or if you would like to know what the menu is, just call the Reception Desk (447-6510) and they'll be able to help you.

**We hope you have a wonderful
Holiday and
'tis the season!**



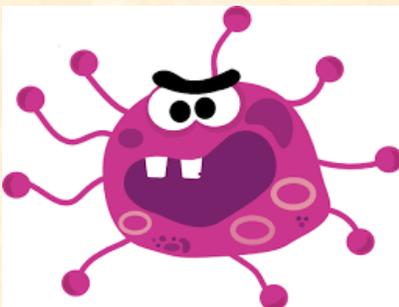
A COMMITMENT TO OUR VETERANS AND MEMBERS ABOUT ANTIBIOTICS

U.S. ANTIBIOTIC AWARENESS WEEK WAS NOVEMBER 18-24TH:

Antibiotics only fight infections caused by bacteria. Like all drugs, they can be harmful and should only be used when necessary. Taking antibiotics when you have a virus can do more harm than good; you will still feel sick and the antibiotic could give you a skin rash, diarrhea, a yeast infection, or worse.

Antibiotics also give bacteria a chance to become more resistant to them. This can make future infections harder to treat. It means that antibiotics might not work when you really do need them. Because of this, it is important that you only use an antibiotic when it is necessary to treat your illness.

How can you help? When you have a cough, sore throat, or other illness, tell your doctor you only want an antibiotic if it is really necessary. If you are not prescribed an antibiotic, ask what you can do to feel better and get relief from your symptoms.



Take care of yourselves,

Patricia Babcock, RN IP
Office: 802/447-6467
Pager: 802/742-0870

Viruses or Bacteria What's got you sick?

Antibiotics are only needed for treating certain infections caused by bacteria. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Common Condition	Common Cause			Are Antibiotics Needed?
	Bacteria	Bacteria or Virus	Virus	
Strep throat	✓			Yes
Whooping cough	✓			Yes
Urinary tract infection	✓			Yes
Sinus infection		✓		Maybe
Middle ear infection		✓		Maybe
Bronchitis/chest cold (in otherwise healthy children and adults)*		✓		No*
Common cold/runny nose			✓	No
Sore throat (except strep)			✓	No
Flu			✓	No

* Studies show that in otherwise healthy children and adults, antibiotics for bronchitis won't help you feel better.



To learn more about antibiotic prescribing and use, visit www.cdc.gov/antibiotic-use.



CHAPLAIN'S MESSAGE

"Glory to God in the highest and on earth peace to those on whom his favor rests." **(St. Luke 2:14)**

Dear VVH Friends,

With the acclamation of the angels, the age old hope of the people of God is realized. Humanity has sought for that illusive dream of peace for millenniums. Here at long last that hope is realized. Vermont born President Calvin Coolidge once said:

"To the American People: Christmas is not a time or a season but a state of mind. To cherish peace and good will, to be plenteous in mercy, is to have the real spirit of Christmas. If we think on these things, there will be born in us a Savior and over us will shine a star sending its gleam of hope to the world."

~ **(Presidential message given- December 25, 1927)**

It is that "gleam of hope" that the world needs so very much at this time. Those words, spoken over ninety years ago, are even more relevant today. We need hope, a living hope, in a living Savior, that things can and will be better. If we want to honor the "*reason for the season*" we can do so by cultivating that peace, mercy, and good-will that President Coolidge spoke about.

Just as that star shone in the darkest night, we can shine the light in the dark and lonely world around us. You and I can reflect that Light which will never be extinguished. For no matter how dark this world becomes, that Light shines on ever brighter.

(John 1:5) *"The light shines in the darkness, and the darkness has not overcome it."*

Ultimately Christmas isn't about tinsel, trimmings, trappings, and gifts. It is about that great 'Good-News' that *"God so loved the world..."* It is saying to each other "God loves you, and I do as well!" It is saying, at the end of the day, that people are more important than presents and that caring means sharing.

As someone reminds us- *"The spirit of Christmas is the spirit of love and of generosity and of goodness. It illuminates the picture window of the soul, and we look out upon the world's busy life and become more interested in people than in things."* May God richly bless **you** at this very special time of the year.

In that Blessed Hope, **Chaplain Richard**

TWIG REMEMBERS..... Joe Matte

"The Sultan of Swat"

In the late 1950's, in the small town of Fair Haven, he was like Babe Ruth for the Fair Haven High School baseball team in Vermont called The Slaters. He could hit a ball for a country mile, but he also hit for average (batting average). If you needed to move a man over a base, he'd get a single. If you needed to get a man home from second, he would do that, too. The whole team played like that. They were playing Ralph Kehoe (coach) ball—"Hit it where they ain't." Now, that was the end of his comparison to Babe Ruth because Babe was kind of a slob, and everyone thought that Joe looked just like Michael Landon.

When he was a senior, he met the love of his life, Betsy Harvey, from Castleton, and they had been married for over 60 years. All of his teammates and best friends called him "Mattie". Mattie, if you happen to get to the Golden Gates, I think they have some good things in line for you.

Good luck, from your friend, Twig Canfield.

You get what I mean... "**Twig Remembers**"



Robert "Twig" Canfield

On behalf of the Veterans/Members, we sincerely thank the following for their generous donations.

American Legion Aux. Dept. of Vermont, Inc.
A Grand Salon & Day Spa– The Clip Shop
Phyllis & Rhonda Roberts
Judy Barrows
Roberta Dunphy
American Legion Aux. Unit #67
American Legion Aux. Unit #36
Kathleen Hamilton
Diane & Bob Lustenader
VFW Aux.— Manchester
Gloria Boutin
Twin Valley Elementary School
Bill Hayes
Mrs. Pequignot's 3rd Grade Class
Shirley McLenithan
Janet Nido
Jack Frielingsdorf
Manchester Elementary/Middle School
Bennington County Retired Teachers Association
American Legion Rutland Unit #31
Chicks with Sticks
Dave & Joanne Palmer
American Legion Aux. Unit #90
VFW Post 1332
VFW District #4
DAV Auxiliary Bennington Chapter #4
Russ Wyld
Bennington Elementary School
Wells Village School
Woodford School
Dawn Black
Thresa Moore
Judy Rocheleau
Shelburne Community School
Molly Stark School Pre-K Class
Patricia Watson
Marilyn Ficalora
Norshaft Lions Club
Richard Vachon
Red Cole & Barb Tift
Red Mountain Chapter of the Eastern Star No. 41
Sacred Heart St. Francis de Sales Church
Equinox Valley Nursery
Janet Nido
Janet Sausville
Joel Burrington
Daniel Cadiz
Ginger Baker
Don Myers
Stephen Leach
John Coffin
Jeanne & Gary Biros
Rene & Rosetta Gazaille
Lisa & Bruce Marko
Henry Madalinski
Robert & Anita Vachon
Living Sober
Kawanis Club Hoosick Falls

Events Calendar

Dec. 4 Community Christmas Tree Lighting, Front Gazebo at 5:30 pm
Dec. 11 Day of Remembrance, Chapel, 2:00 pm
Dec. 14 Wreaths Across American, Cemetery at noon
Dec. 15 VFW Christmas, Patriot Hall at 1:30 pm
Dec. 19 Barbershop Singers at 1:30 pm
Dec. 21 Arlington Carolers at 11:00 am
Dec. 24 'Twas the Night Before Christmas at 3:00 pm
Dec. 31 Resident Council at 9:45 am

Attention all Veterans and Residents:

Due to fire safety regulations, there **cannot** be any live trees or wreaths, garland, and all lights need to be **U.L. approved**. In order to keep everyone safe we need to follow these regulations. Please let all friends and family know so they don't bring anything that cannot be used. We appreciate your understanding and hope everyone has a *wonderful holiday!*

In Memory of Francis Volpi

John & Janice Difilippo
Philip & Judith Volpi
Roberta Peppin
LJ & Thomas Volpi
Raymond & Grace Osborne

In Memory of Morris A. Davis

Tom & Patricia Decker
Frances & John Jamros
Anne Stawarz
Edward & Joan Marko
Florence & Salvatore Bua
David & Diane Sokol
West Oil Company, Inc.
Elaine & Walter Lapierre
James & Barbara Parrott
Joseph & Janet Rogge
Ron & MaryAnn Pratt
Rena Bua

In Memory of Hazel Pacheco

Eleanor Clum

From Deputy Administrator—Colonel Al Faxon



This is an incredible time of year here at the Vermont Veterans' Home. Many visitors and organizations walk through our front doors to present donations and gifts to our Veterans and Members. Those who visit during the Christmas and Holiday Season do so to say thank you for serving our great nation.

To the Staff of VVH.....many of you have gone out of your way to make this a special time of year for Veterans, Members, and fellow staff. Thank you.



Merry Christmas and a Happy Holiday Season to all!

Semper Fi
AF



A big Thank You goes out to Pam & Tom Decker. They donated this exclusive piece of history to the Veterans' Home so other Veterans and Residents could enjoy it. This is one of a kind and is made completely out of wood. They donated it in loving memory of Morris A. Davis who was a part of the CBMU back during World War II. What they could do with their hands is amazing. There was no technology to help the building process move along and everything was done by limited building equipment and by hand. We are more than happy to have this piece of history here with us at the Veterans' Home.

When you get some free time— look into the CB's from WWII. They were a very important part of history and are very well known for their construction.

Thank you again, Pam & Tom Decker! VVH will make a perfect home for this awesome piece of art in loving memory of Morris A. Davis.

THE BUZZ WORD

Three ways for you to receive the Vermont Veterans' Home monthly newsletter:

- ♦ Vermont Veterans' Home website:
www.vvh.vermont.gov
Click on About Our Home
Click on Newsletters
- ♦ Email
- ♦ Mailing List

To be added to our lists please contact:

The Buzz Word
Vermont Veterans' Home
325 North Street
Bennington, VT 05201

Kiauna Wait
(802) 447-6510
Email: Kiauna.wait@vermont.gov

VVH WISH LIST

I-Pod Shuffles
(4th Generation)



Pinball Machine/Game
Neck Pillows Body Pillows
CD Players I-Tune Cards
Costume Jewelry Stamps
Newspaper Subscriptions Outdoor Benches
(New) Men's Belts and Suspenders
Earphones for TV and Music
Two pocket front wheelchair/walker bags

**Please make check for monetary donations
out to Vermont Veterans' Home:**

**Vermont Veterans' Home
Business Office
325 North Street
Bennington, VT 05201**

Your donations are gratefully accepted.

THANK YOU

We are looking for people with music talent and or special talents of any kind who would like to give time to our veterans and members on our special care unit. Please contact Michele Burgess at michele.burgess@vermont.gov or call 802-447-6520.

DONATION INFORMATION

Your donations are gratefully accepted.
Please make check out to Vermont
Veterans' Home:

**Vermont Veterans' Home
Business Office
325 North Street
Bennington, VT 05201**

Please indicate to which fund(s) you are
donating:

Members Assistance:

Directly to Veterans/Members
Furniture, Haircuts, Clothing
Other personal needs

Namaste Program Fund:

Oils for relaxation
Supplies, Equipment

Unrestricted Fund:

Facility equipment
Large purchase

Activities Fund:

Entertainment

Music & Memory Fund:

iPods, Headphones, iTunes cards

NEW: Veteran's Mobility Trail

Monetary donations toward
a paved walkway around
the perimeter of the VVH

PLEASE NOTE:

**** We will NOT BE ACCEPTING
books, magazines, VCR tapes or
clothing at this time. THANK YOU
to all who have donated to our
Veterans at VVH.**

QAPI CORNER

VT VETERANS' HOME QAPI PLAN: SCOPE

QAPI is integrated into all care and service areas of our organization with our QAPI meetings. Every department is represented in our meetings. We look at different forms to find out what the concerns of our Veterans/Members, staff and families are.

Clinical care- We look at best practice to see if we meet those standards and how we can improve care. We compare our results with other nursing homes, especially other State Veteran Homes.

Quality of life- We interview Veterans/Members to ask them what is important to them. We ask family members/representatives what they feel is important to their family members and why they feel it is important. We review their Life Story to see what hobbies and interests they had.

Resident choice- We ask them when they want to get out of bed, when they want to go to bed, what food preferences they have, what activities they would like to participate in and when they would like to participate, we encourage our Veterans/Members to make choices about their daily lives that are important to do.

Care transitions- We review all admissions and discharges to/from the facility. We conduct an in-depth review of all potential admissions to ensure we can adequately meet their needs. Discharges back to the community, to another nursing facility, or acute care are accompanied with detailed medical information is provided in advance of the actual discharge date.

Safety and high-quality care- We always interview our veterans/Members and their families. We take the time needed to get to know what is important to them. We follow best practices for clinical care and make improvements as needed. Education is provided to Veterans/Members, families and staff as needed to ensure they understand the risk/benefits of their choices and how their choices impact safety and quality of care.

Best Available Evidence- We will use best practices and provide education to staff, Veterans/Members and families. Education will be provided onsite by staff and from outside experts. Staff will attend webinars and conferences off site to be educated on best practices. Benchmarks will be established based on best practices and our established goal. We will compare ourselves to other nursing homes in the state, across the country, and especially other State Veterans' Homes and threshold established by the Centers for Medicare and Medicaid Services (CMS).

Keep your spirits alive.
Spending time with family and friends.

Happy Thanksgiving!





VETERANS DAY!

THANK YOU FOR YOUR SERVICE!



Elks Dinner

Together is a *wonderful* place to be..

